



Programs

In support of Operation Homefront's mission to support the families of service members and Wounded Warriors

OPERATION HOMEFRONT

Operation Homefront is a leading national charity providing emergency financial and other support to families of service members and Wounded Warriors. Since its inception in 2002, it has delivered more than \$207 million through cash and in-kind programs benefitting military families, and has grown from a small local charity to a strong national organization with 3 Regional Directors managing 17 Field Offices nationwide, serving 45 states.



The remaining 5 states are covered by the headquarters.

www.operationhomefront.net



MISSION:

Operation Homefront provides emergency financial and other assistance to the families of our service members and Wounded Warriors.

OPERATION HOMEFRONT

2013 Accomplishments:

- Met a total of 194,479 needs for military families in 2013. That's a 29% increase in needs met over 2012. Since its founding in 2002, the organization has met 949,030 needs for the families of our service members.
- Maintained an efficiency rating of 93 percent, which means 93% of total revenue went directly to programs supporting our military families. In 2013, Operation Homefront spent over \$37 million on programs and just \$3 million on administration and fundraising.
- Received high ratings or accreditations from nationally recognized charity evaluation organizations, including the Better Business Bureau, Charity Navigator, and CharityWatch (formerly the American Institute of Philanthropy).

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VISION:

Through generous, widespread public support and a collaborative team of exceptional staff and volunteers, we aspire to become the provider of choice for emergency financial and other assistance to the families of our service members and wounded warriors. Where there is a need we do not provide, we will partner with others for the benefit of our military families..

OPERATION HOMEFRONT

2013 Accomplishments:

- Received donations from 1,800 individuals, corporations, and foundations in 2013. Grew total revenue by nearly 13%, from \$67.4 million in 2012 to \$72.1 million in 2013, with cash contributions increasing 50% to nearly \$19.8 million. Total net assets for the organization more than doubled, to over \$55 million. *(all financial data unaudited)*
- Opening its doors for the first time to male caregivers of wounded warriors, the Hearts of Valor program welcomes 821 new members, for a total membership of 1,590. The program includes 36 support groups across the nation.



VALUES:

Our values serve as fundamental principles that govern the behavior of our staff, volunteers, and Board members associated with Operation Homefront.

Our core values include:

- Honor Patriotism and Service to Country
- Do What's Right
- Respect Others
- Perform With Excellence

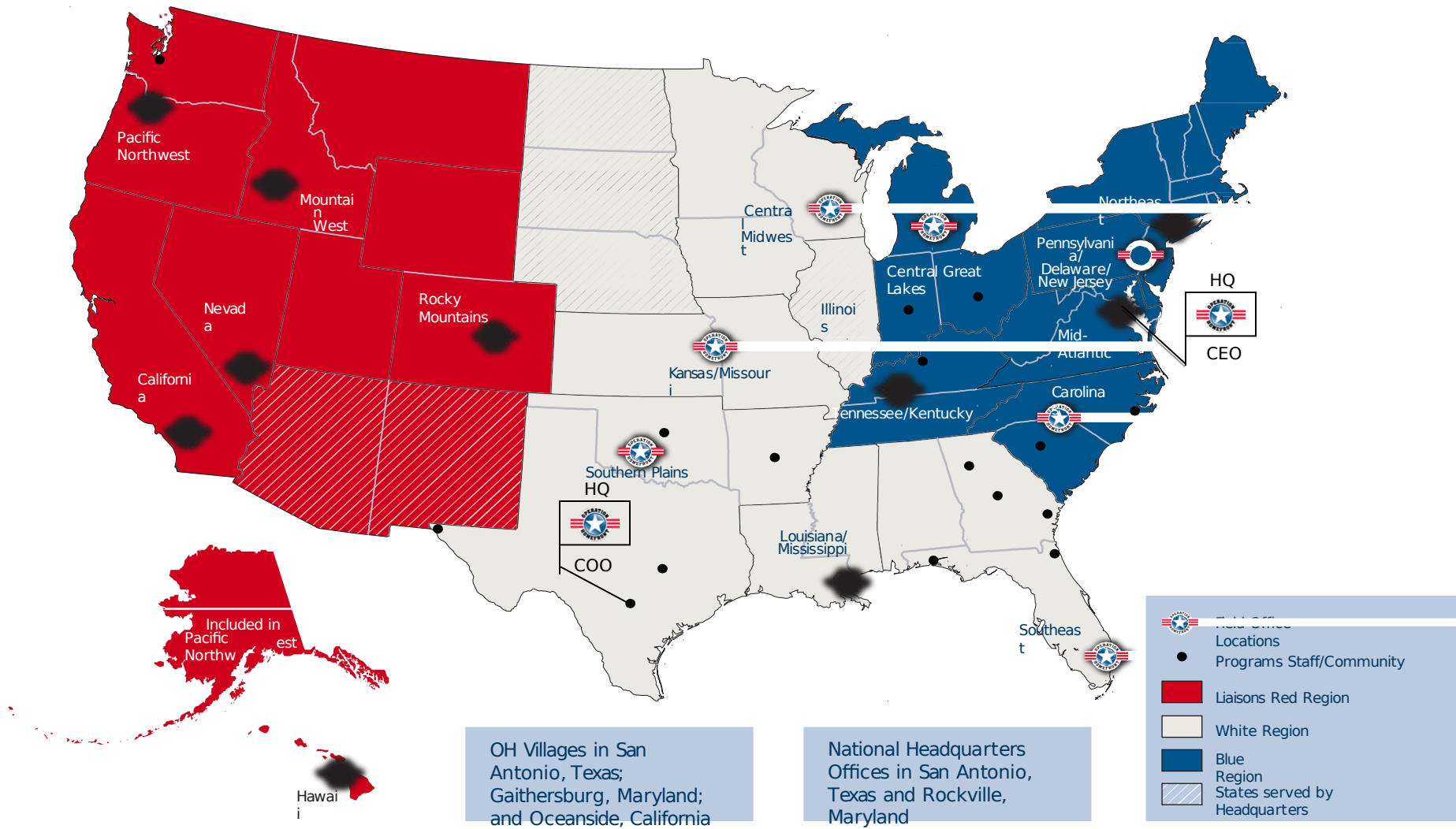


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Red Region:
Kari McClellan, Regional
Director Military Population
of 362,409
6 Field Offices

White Region:
Carol Herrick, Regional
Director Military Population
of 374,965
5 Field Offices

Blue
Region:
Sarah Davis, Regional
Director Military
Population of 401,723



PROGRAMS

Emergency Assistance

The cornerstone of Operation Homefront's programs is the emergency financial assistance it provides to post 9-11 veterans/service members and their families.

Oftentimes these families have no one nearby to turn to in times of crisis. We fill that need by helping them bridge the financial gap in emergency situations, offering help with:

- **food**
- **rent or mortgage payments**
- **utilities**
- **infant supplies**
- **furniture, household items, and moving assistance**
- **automobile repairs, payments, or donations**
- **household repairs or medically necessitated modifications**
- **counseling or support groups**
- **urgent or critical healthcare needs**

Met more needs for emergency financial assistance than ever before. Financial assistance needs-met rose from 1,276 in 2012 to 4,631 in 2013 – an increase of 263%.

Food, utilities, and rent and mortgage assistance remain the most commonly-requested forms of emergency assistance.

- ✓ 2,968 needs for food assistance.
- ✓ Utility assistance tripled to 1,668 needs met.
- ✓ Rent and mortgage assistance increased 287%
1,273 needs met.



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Responding to the evolving needs of our military families, Operation Homefront broadened its eligibility criteria for emergency financial assistance. Aid that had previously been available to the families of deployed or recently discharged service members is now made available for all families of post-9/11 wounded, ill, or injured service members and veterans.

PROGRAMS

Operation Homefront Villages

Transitional housing for Wounded Warriors and their families

One of our programs is our Operation Homefront Villages. Our Villages are a special place where Warriors wounded in their efforts to preserve our freedom and their families can find respite together while the service member is rehabilitating at a military hospital and transitioning into civilian life. **Families live free of charge** in two or three bedroom, fully furnished apartment homes, and receive a full complement of support:

- **Community center** filled with computer work stations with specialized software to accommodate a variety of disabilities and internet access.
- **Counselors** to assist with financial education; filing VA claims, state disability claims and social security claims; educational assistance including help with college enrollment, scholarship applications, and applying for VA educational benefits; and job integration programs, including resume writing assistance and workshops, assistance with interviewing for and finding employment.
- **Morale-building activities**, including monthly dinners, Hearts of Valor support group meetings, food pantry, access to a library of entertainment media, and events like furnishing Easter baskets, back-to-school backpacks and supplies, Thanksgiving food baskets, holiday toys and other programs.

All too often families of injured service members are discharged, and left to fend for themselves while their disability paperwork is processed. We bridge this unique gap for service members and their families who have nowhere else to turn. **We prevent the next generation of homelessness.**



The three Operation Homefront Villages, each located near a major military medical facility, provided housing and assistance to 79 wounded warriors and their Families in 2013, helping them reconnect and re-adjust to civilian life during rehabilitation.



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PROGRAMS

Homes on the Homefront

There are agencies that support our troops before and after leaving the military, but Homes on the Homefront goes beyond the normal expectations of assistance. With the support of our donors, we are able to provide opportunities for families, couples, and individuals; who thought they might never be able to afford a house, create a home of their own.

Service members from any era and single spouses of those killed-in-action are eligible for this permanent housing program.

Once a family or individual is matched with a home, a caseworker is assigned to them for the duration of the program. That caseworker will assist with readjustment issues, new home ownership challenges, and set up financial counseling for the client. The caseworker teams up with the families and individuals to help them prepare to take on homeownership after Operation Homefront deeds the property over to the client..

Through partners including Chase and Wells Fargo, the Homes on the Homefront program moved 130 military families into permanent, mortgage-free homes in 2013. Since the program was launched in early 2012, over 250 families have received mortgage-free homes. For the first time in 2013, 23 Homes on the Homefront recipients successfully completed the financial counseling component of the program and received the deeds to their homes.

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Part of the American dream has always been owning a home. After helping to secure the freedoms all Americans enjoy, we want to help out warriors and their families realize



www.homesonthehomefront.org



PROGRAMS

Hearts of Valor

As more and more wounded warriors return from combat and hazardous areas around the globe, there is an increasing need to provide a support system for their caregivers. Family support is paramount to a warriors' physical and mental recuperation, yet the spouses who lead the family effort have almost no resources or emotional support themselves.

This is a mutually supporting community that assists primary caregivers through an online social network, retreats, monthly dinners, and local support groups. The initiative, which is moderated by a dedicated, professional team that coordinates activities nationwide, to provide participants with a safe space to talk, listen, and heal. Most importantly, it helps participants develop and discover resources as they prepare for their Warrior's healing process.



Hearts of Valor:

Supports caregivers in their own journey of healing by facilitating an online community that provides social connections to others in similar situations, fostering support groups by geographic area to encourage resource sharing and friendships, and sponsoring annual retreats to provide education on relevant issues.



www.operationhomefront.net



www.heartsofvalor.org

PROGRAM

S Morale & Education Programs

Morale programs serve to support service men and women and their families by providing them with events focused at celebrating their service and sacrifice to our country. It's the little things we do to show appreciation and make life that much easier for those who give so much.

- **Homefront Celebrations** - In partnership with Tri-West and Blackberry, held ten Homefront Celebrations, providing 1,500 military spouses.
- **Back To School Brigade** - With the help of Dollar Tree and its customers, SAIC, Veterans United Foundation, La Quinta, and Sam's Club, provided a record number of backpacks filled with school supplies. The Back-To-School Brigade™ program distributed 41,446 backpacks to military kids in 2013.
- **Holiday Programs:**
 - Operation Homefront's Holiday Meals for Military program and Thanksgiving Food Baskets program combined to provide over 17,000 meals for military families during the holidays.
 - Supported by Dollar Tree, Walmart and other partners, Operation Homefront's Holiday Toy Drive provided toys to 31,648 children of service members, doubling the previous record.
 - Through partnerships with Walmart, Dove, and Josh Cellars, reunited over 800 service members with their families at holidays throughout the year.



These Programs are designed to strengthen and uplift military families.

SPECIAL EVENTS

Military Child of the Year Award – Established in 2009 to recognize the service and sacrifice of our nation's youngest heroes, this event has grown in both prestige and attendance over the last couple of years. The event honors one child from each service branch whose resilience, strength of character, and service to our nation best exemplifies being part of the military community.

Each of the five children is flown to Washington, D.C., for a tour of the capitol area and the award ceremony. Beyond, the trip and the award ceremonies themselves, the award recipients also each receive a check for \$5,000. In 2013, General Dempsey was our guest speaker and all the Service Chiefs presented the awards to the children of their respective service.

Team Operation Homefront – This special initiative recruits runners to participate in both the Livestrong Austin Marathon/Half Marathon and the Marine Corps Marathon to raise funds for Operation Homefront's mission. Team members proudly wear Team Operation Homefront shirts with sponsor logos. Because of the magnitude of both events, the ... of thousands of possible impressions, not to mention the ... nt shirts



RUNNING FOR THE HOME TEAM



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Military families are used to moving every 17 months to three years, and often have to rebuild their social support structures after every move. Often far from family and friends, these individuals have few resources to turn to in times of need. To add to this strain, many of the enlisted, E1-E6 families we service money is often very tight. As the service member deploys, so does the families mechanic, handyman, heavy lifter, primary breadwinner and emotional support system – adding extra strain to the family situation.

PROGRAMS WHEEL

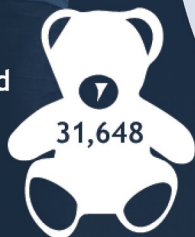
more than
\$4.7M in school supplies
 for military children in 2013



263% increase
 in emergency grants made in 2013

11,213
 military families fed
 through holiday programs in 2013

military children reached
 with holiday toys in 2013



more than
\$4M
 in assistance grants

186,052
 morale impacts

\$41M in mortgage
 costs avoided
 over an average 30-year loan
188 families placed in homes in 2013

36% food
20% utilities
16% rent
 were the most common forms of assistance





THANK YOU
for your interest in helping us support our military families!

***For more information on this and other Operation Homefront programs, please contact
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Vice President of Programs

Operation Homefront

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